



Ref: [unclear]  
PC 50 20  
[unclear]

**PRIVATE AND CONFIDENTIAL**

Colin Baker  
General Secretary  
National Federation of Sub Postmasters  
Evelyn House  
22 Windlesham Gardens  
Shoreham by Sea  
West Sussex  
BN43 5AZ

Post Office Counters Ltd

6 January, 2000

Dear Colin

**Losses & gains**

Thank you for your letter in respect of the above, I look forward to receiving the views of the National Executive when they are available.

As discussed over the phone the policy should have been amended to cover how we deal with subsequent losses as the current policy could be deemed punitive.

My proposal for secondary losses is as follows. If a subpostmaster has a subsequent loss then they shall make good the subsequent loss immediately. However if the subpostmaster is not in a position to repay the sum immediately they have the following options:

- Make good the previous loss and re-pay the subsequent loss over a 12 month period.
- Amalgamate the remainder of the first loss and total of the second loss and repay an increased amount over the remaining term of the first loss.
- In extreme hardship cases the two losses can be amalgamated and re-paid over a 12 month period.

The retail network manager is the final arbiter of repayment terms for subsequent losses. If there is a further loss during this period this must be re-paid immediately.

I hope the above helps to clarify this issue.

Yours sincerely,

**GRO**

Steve Gibbs  
Network Policy & Transformation Manager

Telephone

**GRO**



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